



STATE OF ILLINOIS

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Paul Campbell, Acting Director

Rod R. Blagojevich, Governor

# TELECOMMUNICATIONS BULLETIN

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Bureau of Communication  
and Computer Services

From:

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Manager, Communications  
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## Chicago-Area Paging: MetroCall Customer Service Change

USA Mobility (formerly known as Metrocall), State of Illinois master contract vendor for Chicago-area paging services, is relocating its customer service center. Beginning Monday, October 3, 2005, USA Mobility will no longer accept pager returns through the mail. Customer service will be restricted to walk-in traffic only for users needing a repair or to swap equipment. Users outside the metro office area must send pagers to the State's Communications Solution Center (CSC) in Springfield when returns, swaps, upgrades, or repairs are needed.

Daneen Malloy is the new on-site USA Mobility customer service representative in their metro offices at 1919 South Highland Avenue, Suite 212 C, Lombard, Illinois. The office is open 8 a.m. to 4 p.m. Monday through Friday (closed 1 p.m. to 2:30 p.m. for lunch break). State users have access to the USA Mobility front entrance. The offices are located at the end of the hall, the last door (unmarked) on the right.

When pager problems occur, State employees must contact their agency's Telecommunications Coordinator prior to seeking assistance at the USA Mobility office or sending the pager to the CSC in Springfield. No equipment can be replaced, upgraded or repaired without the Coordinator's authorization.

If you have any questions regarding paging services and options, please do not hesitate to contact the CMS Communications Solution Center. Paging equipment should be directed to the address below and Coordinators can reach our service agents at the following toll free number.

**Communications Solution Center  
120 West Jefferson—2nd Floor  
Springfield, IL 62702**

**800-366-8768**

**or**

**(217) 524-4784**

**For more information...**

visit our website at  
[www.state.il.us/cms/telecom](http://www.state.il.us/cms/telecom)